DOCUMENT RESUME

ED 288 558 IR 052 229

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TITLE	General Policies Manual for Student Assistants: Indiana State University Libraries. Revised.
INSTITUTION	Indiana State Univ., Terre Haute. Library.
PUB DATE	Jan 87
NOTE	27p.
PUB TYPE	Guides - General (050)
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	*Academic Libraries; Administrative Organization; *Administrative Policy; Dismissal (Personnel); Dress Codes; *Employment Practices; Higher Education; Interpersonal Communication; *Library Personnel; Library Standards; Orientation Materials; *Personnel Policy
IDENTIFIERS	*Indiana State University; *Student Assistants

ABSTRACT

Designed to be given to new student assistants during a formal orientation program coordinated by Indiana State University's Department of Library Instruction and Orientation, this policy manual was prepared to help student library workers understand what the library expects of them. Following a brief introduction, the manual is divided into seven sections: (1) "Getting the Job...and Keeping It," which covers hiring, probation and dismissal, and evaluations; (2) "Work Schedules"; (3) "Time Sheets and Paychecks," which includes procedures for filling out student time sheets and a sample filled-out timesheet; (4) "On-the-Job Miscellany," which presents policies concerning breaks; job attire; socializing; eating, drinking, and smoking on duty; studying on duty; and visiting the work area while not on duty; (5) "Work Etiquette and Protocol," which provides guidelines for person-to-person interactions, telephone practices, clarifying a patron's request, and when to ask someone else; and (6) "Library Organization," which includes the administrative structure of the library and department functions. Several cartoons illustrate the text. A form for student acknowledgement of review policies and a summary of emergency procedures are also provided. (KM)

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GENERAL POLICIES MANUAL FOR STUDENT ASSISTANTS: INDIANA STATE UNIVERSITY LIBRARIES

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January, 1987

IR052229

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"GENERAL POLICIES MANUAL

FOR STUDENT ASSISTANTS:

INDIANA STATE UNIVERSITY LIBRARIES"

PROPOSED DOCUMENT RESUME

This document represents the full text of a student assistant policy manual used in the orientation process for library student assistants at Indiana State University. Each new student assistant is given a manual during a formal orientation program coordinated by the Department of Library Instruction and Orientation. Written specifically for the new student library worker, primary content areas in the manual include: "getting the job and keeping it"; time sheets and paychecks; on-the-job miscellany (breaks, job attire, studying on duty, etc.); work etiquette and protocol; and library organization.

GENERAL POLICIES MANUAL

for

STUDENT ASSISTANTS

Indiana State University
Libraries

revised January, 1987

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I. INTRODUCTION

Academic libraries traditionally rely heavily on a large number of student employees. They help with many routine tasks, such as shelving books, that leave the rest of the staff available for other library tasks.

To many people, anyone working in a library is a librarian, or at least someone who knows more about the library than they do. Some library users will ask the first library staff person they can identify any question, from "Where is the pencil sharpener?" to an involved research question. Other users are hesitant and just wander around the library. Student employees, as well as regular staff, can help make the library more pleasant and understandable to library users if they themselves understand some of the general background of library work, and don't think of their time here as "just a job", or as "what I have to do just because I am on work-study". Whether you are employed by the library for a semester or during the whole time you are a student here at ISU, you can help promote the library while on the job and also with other students when outside the library setting.

HOW YOU BENEFIT FROM WORKING IN THE LIBRARY

--flexible hours to fit your class and study schedule
--experience in dealing with people
--the opportunity to learn library research skills
--experience in being part of an organization
--future job recommendations

A GOOD STUDENT EMPLOYEE

--is responsible
--follows through on assignments
--doesn't skip problems
--asks questions
--takes assigned tasks seriously

ANOTHER TYPE OF STUDENT EMPLOYEE

--fails to show up for work without notification or substitutes
--cheats on time cards
--has a negative attitude regarding work in general
--has too much of a social life on work time
--cannot be trusted to work unsupervised

WHY ARE YOU READING THIS MANUAL?

The general guidelines in this manual have been prepared to help you understand what is expected of all student assistants in the Library.

Departments and units may have additional standards and guidelines as well as specific procedures for the many tasks you will be performing.

In general this manual and any departmental/unit manuals should help you to:

*develop a philosophy of service and promote a friendly service-oriented attitude
*fulfill all designated tasks
*become aware of the nature of the library user's needs
*make clear the student worker's limitations in assisting other students
**ensure that library users receive adequate assistance
**increase the student employee's own knowledge about the library and the resources available in the support of their own library needs

The staff appreciates your contribution and hopes that your library employment will be a positive experience. Many of the policies listed here reflect those you may find in career world. Since the Library attempts to employ students who maintain a better than average scholastic standing, the staff hopes, also, that your employment in the Library may be a source of pride for you.

II. GETTING THE JOB...AND KEEPING IT

A. HIRING: Shortly before, or as soon as possible after the start of each semester, each department in the library accepts applications from students wishing to work in the library. Each department has its own job application forms. If your department has a job description for your specific or general departmental or unit duties, you may wish to include a copy of that description in this manual.

Although normally you will be assigned to a specific job, you may be asked to help from time to time with some other job--perhaps even in a different department.

Student employees are classified into two types:

1. Work Study Students:

   Students who are employed through the Student Employment Referral Service of the University's Financial Aids Office. Departments may request of this office specific students or may request students having certain kinds of training or experience.

2. Regular Payroll Students:

   Students may submit job applications in the department of their choice. Limited funds are available for the hiring of regular-pay based students.

NOTE: You will not be employed in a department in which a member of your family is a staff member.

B. PROBATION & DISMISSAL

1. All student assistants are on probation for the first three (3) weeks of employment in the Library.

2. After the completion of that first probationary period, a student may be put on probation again for reasons determined by the supervisor. If this is the case, the student is put on probation for another two (2) weeks. Initiation of a probationary period will be accompanied by a counseling conference between the supervisor and the student. A written notice will be sent to the student explaining the reason for the probationary period. Repetition of the offense(s) after the probationary period is a cause for dismissal.

3. In all departments two (2) unexcused absences are considered cause for probation.

4. Violations that are cause for warnings that could be followed by probation include (but are not limited to) the following:

   a) minor insubordination
   b) disrespect for fellow employees or library users
   c) use of work time for something other than work; i.e., phone calls, socializing, excessive breaks, homework
   d) unsatisfactory work performance
   e) repeated tardiness for work
   f) one "no show" for scheduled work-time

5. The University'y Warning-Probation-Dismissal procedure has three steps and optional solutions. They are:

   Step 1: Verbal warning to student from employer.

   Option A: Situation is resolved, no further action necessary.

   Option B: Any further offense is cause to proceed to Step 2.

   Step 2: Written warning from employer to student listing specific problems and necessary behavior changes. A copy is forwarded to the Student Employment Division of Student Financial Aid. This will place the student on probation. The student employee should be given five (5) working days to show significant improvement. If the situation has not been resolved, two options are recommended. They are:

   Option A: Dismiss: The student is dismissed by notifying the student in writing and by completing a Payroll Notification, checking the box for TERMINATION.

   Option B: Proceed to Step 3.

   Step 3: Students can be employed on probation for a period not to exceed the close of the current semester. During that time it is recommended that the student and employer agree to specific expectations and changes.

If necessary, the Student Employment Division can facilitate a discussion between the employer and student employee to help resolve any problem. The student may be dismissed at any time during a probationary period of employment for either continued offenses or irreconcilable disagreements.

6. More serious violations justify IMMEDIATE DISMISSAL. Those violations include:

   1) Theft of any kind
   2) Extreme insubordination
   3) Unauthorized use of University or Employer property
   4) Communication of confidential information
   5) Committing any violation while on probation
   6) False reporting of hours worked on time sheets.

   Employers will notify the Student Employment Division immediately if such a situation occurs. A report will be filed in the Library Administrative Office, and a copy of the report will be sent to the Financial Aids Office [in the case of work-study students].

C. EVALUATIONS: Individual departments establish performance evaluation procedures for student assistants. Ask your immediate supervisor if there are such procedures for your department.

"They found your cellmate with eight knife wounds in his body. This means, of course, that your library privileges are suspended indefinitely."

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III. WORK SCHEDULES

1. Each student should submit their class schedule to their supervisor as soon as possible, so that departmental schedules can be established.

2. Once your work schedule has been arranged, you are responsible for the following:

   **WORK YOUR ASSIGNED HOURS

   **BE ON TIME WHEN REPORTING TO WORK

   **CALL YOUR SUPERVISOR OR DEPARTMENT IF YOU CAN'T GET TO WORK AS SOON AS POSSIBLE

   **BE PREPARED TO FIND A SUBSTITUTE if your department requires it

   **INFORM YOUR SUPERVISOR AS SOON AS POSSIBLE IF YOU HAVEN'T FOUND A SUBSTITUTE

   **BE PREPARED TO MAKE UP YOUR TIME if your department requires it

3. If your department operates on nights, weekends and holiday breaks, you may be scheduled to work at such times.

IV. TIME SHEETS AND PAYCHECKS

1. Student wage guidelines are established by the University.

2. All student assistants work in two-week periods. Their time sheets go to the Payroll Department at the end of that two weeks, and students receive their paychecks the following Friday.

3. Paychecks may be picked up in your department after 11:30 on the following Friday.

4. The Payroll work week starts on a Saturday and ends the following Friday.

5. Time sheets are sent to the Library Administrative Office as soon as possible on the last Friday of the two-week work period because there is a deadline for time sheets to be in the Payroll Department.

6. The Library Administrative Office will check and prepare time sheet information for the Payroll Department. HOWEVER, NO time sheet will be CORRECTED or CHANGED by the Office. Time sheets will be returned to the originating department for correction or change.

7. **THEREFORE, CAUTION IN FILLING OUT YOUR TIME SHEET MAY PREVENT DELAY IN RECEIVING YOUR PAYCHECK.**

8. One person in each department is responsible for distributing & collecting the time sheets, checking the hours worked, seeing that the dates worked are recorded in the proper columns, totaling the hours worked, being sure the student has signed their time sheet, recording the amount earned before initialing, obtaining the signature of the supervisor or department head, and forwarding time sheets to the Administrative Office.

READ THE FOLLOWING CAREFULLY:

PROCEDURES FOR FILLING OUT STUDENT TIME SHEETS

1. This basic procedure for filling out Time Sheets must be followed by all student assistants.

2. Time worked should be carefully recorded and checked by the student before signing and submitting the time sheet to the supervisor. REMEMBER, HANDING IN AN INCORRECTLY FILLED-OUT TIME SHEET MAY RESULT IN NO PAYCHECK.

3. RECORD THE HOURS WORKED ON THE CORRECT DATE.

4. RECORD YOUR HOURS THAT YOU WORK ON THE DAY THAT YOU WORK.

5. RECORD SIGN-IN TIME WHEN YOU COME IN.

6. RECORD SIGN-OUT TIME WHEN YOU LEAVE.

7. Your work day cannot exceed 7 1/2 hours [exceptions may be made during holiday/semester breaks].

8. Because of class schedules, student assistants are allowed to work "split shifts". Record each separate arrival and departure time on separate lines.

9. Record the FIRST WEEK of work in the FIRST COLUMN of the time sheet. Record the SECOND WEEK in the SECOND COLUMN of the time sheet.

10. Record portions of hours worked in tenths [see below]. Variations from quarter hour notations will be accepted only when justified; i.e., try to keep to .3, .5, and .8 notations, which are the equivalent of 15, 30 and 45 minutes past the hour, respectively. This simplifies the process for Payroll. If, however, a student has the permission of the supervisor to regularly leave at 5 minutes before the hour or 5 minutes after the hour, this chart is the one to use.

NUMBER OF MINUTES WORKED	RECORDED ON TIME SHEET AS:
1 - 6 minutes:	.1
7 - 12 minutes:	.2
13 - 18 minutes:	.3
19 - 24 minutes:	.4
25 - 30 minutes:	.5
31 - 36 minutes:	.6
37 - 42 minutes:	.7
43 - 48 minutes:	.8
49 - 54 minutes:	.9
55 - 60 minutes:	1 hour

11. Record all information in INK.

12. As soon as your receive a time sheet:

--SIGN YOUR NAME IN INK

--WRITE IN YOUR SOCIAL SECURITY NUMBER in the upper left-hand corner

SAMPLE FILLED-OUT TIME SHEET:

SS# 300-22-4781

INDIANA STATE UNIVERSITY

STUDENT TIME SHEET

AGENCY OR DEPT. LIBRARY ACCOUNT NO. 17500

STUDENT'S NAME STUDENT, STEVE

1ST WEEK				2ND WEEK			
DATE	FROM	TO	HOURS	DATE	FROM	TO	HOURS
Jan. 31 thru Feb. 6				Feb. 7 thru Feb. 13			
2 2 87	9:00	11:00	2.0	2 9 87	9:00	12:00	3.0
2 3 87	5:00	8:30	3.5	2 10 87	9:15	10:30	1.3
2 4 87	1:00	5:00	4.0	2 11 87	10:00	12:45	2.8
2 5 87	8:30	10:45	2.3	2 12 87	3:00	4:30	1.5
2 6 87	3:00	4:30	1.5	2 13 87	8:00	10:00	2.0
TOTAL HOURS 1ST WEEK			13.3	TOTAL HOURS 2ND WEEK			10.6

Use a separate time sheet for each bi-weekly period.

TOTAL HOURS 1ST WEEK 13.3 **TOTAL HOURS 2ND WEEK** 10.6
TOTAL OVERTIME HOURS 0 **HOURLY RATE** $3.45

Steve Student
Signature of Employee

I hereby certify that the hours reported are accurate and were performed in a satisfactory manner.

Susan Supervisor
Supervisor for the Department or Agency

2/13/87
Date

V. ON-THE-JOB MISCELLANY

All the items below are important; however the **BOLDFACED** items were specifically identified by student supervisors as those to which student employees should pay most attention.

1. BREAKS: If you work four (4) hours in succession you are entitled to have a fifteen (15) minute "break." A "break" is intended as a rest period, to be followed (and preceded) by work. It may not be used to cover a late arrival or an early departure. If you are scheduled to work alone in an area, your supervisor may require you to take your break in the work area. Otherwise, you can use the Staff Lounge on the Lower Level for your break. A campus phone in the Lounge can be used at that time.

   Students working nights or weekends can use their department's lounge room key or obtain one from the Circulation Desk.

   Breaks for students working a weekend or holiday/semester break may vary in length, or by department. Know the rules for your department.

2. **JOB ATTIRE: You are expected to be neat and well-groomed as appropriate to job requirements. Remember that you represent the library not only to other students, but also to faculty, administrators, and community users. Just use common sense, and talk with your supervisor if if this is a point of concern.**

3. **SOCIALIZING: If your friends stop to visit, tell them you cannot have extended conversations on work time. Your job is to do your work, or help library users, and you cannot do this effectively if you spend time socializing.**

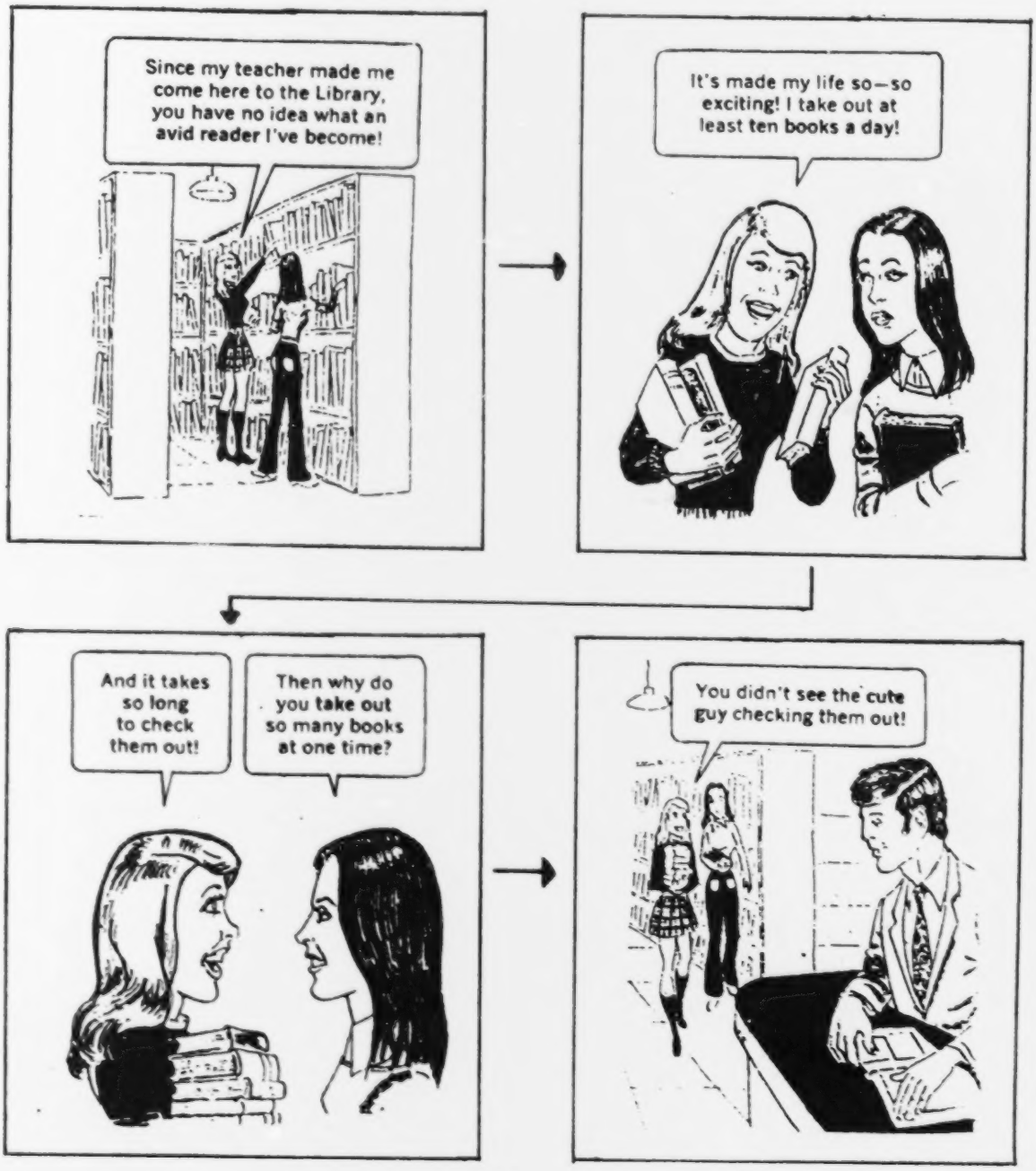
   If your friends plan to study in your general work area so they can talk to you on the job, discourage them from doing so, as it would distract you from your duties and also bother other library users [public services areas].

4. DON'T EAT, DRINK, or SMOKE WHILE YOU ARE ON DUTY. Even if you work in an area which is not visible to the public, go to the Staff Lounge or other designated area during your breaks, lunch periods, etc. Any exceptions must be arranged with your supervisor.

5. STUDYING: DON'T DO IT WHILE YOU ARE ON DUTY. Any exceptions must be arranged with your supervisor.

6. VISITING YOUR WORK AREA WHILE NOT ON DUTY: Avoid this. "Lounging" in the work area creates a negative impression of the student and of the work area for those who have no way of knowing that you are off duty.

7. WEARING PERSONAL CASSETTES/RADIOS: Inappropriate while on duty at a public service desk. Inquire from your supervisor if you can wear one while doing other duties.


Since my teacher made me come here to the Library, you have no idea what an avid reader I've become!
It's made my life so—so exciting! I take out at least ten books a day!
And it takes so long to check them out!
Then why do you take out so many books at one time?
You didn't see the cute guy checking them out!

VI. WORK ETIQUETTE AND PROTOCOL

Whether you are employed by a Public Service department or a Technical Service department, you will interact with both library staff and library users. Certain basic rules exist for interacting with these groups. Basically they can be divided into:

PERSON TO PERSON ON THE TELEPHONE

A) PERSON TO PERSON

1. Be COURTEOUS to co-workers, supervisors and other library staffmembers, as well as library users. Similarly you should expect courteous treatment in return. Remember to say "Please", "Thank you", and "You're welcome".

2. When talking with others, especially library patrons, use these standard techniques:

*If you are at a desk or working on a task, stop work immediately, smile, and "tune in" to the conversation.

*Establish eye contact.

*Listen carefully.

*Be enthusiastic.

*Offer assistance if requested; for example, don't just point toward the desired goal; if possible, go with the user.

*Acknowledge those waiting their turn for help: "I'll be right with you". Try to take them in order: "Who's next?"

*Help find the materials a user is looking for.

*Make further suggestions when you can.

*Offer future assistance: "Let me know if you need any more help."

*SMILE.

*Show interest, courtesy, and empathy; initiate discussion with a person obviously coming to you for help: "May I help you?"

B) ON THE PHONE

1. When answering the telephone you are speaking on behalf of your department and the entire library. The prompt and courteous handling of telephone calls is important because first impressions are usually lasting impressions.

2. You will be trained how to use the various telephones in the library. Some are more sophisticated than others. You should at least learn HOW TO TRANSFER CALLS and HOW TO PLACE A CALLER ON HOLD.

Some departments have their own rules regarding telephone answering; of course follow these rules. But generally,

1. ALWAYS answer the phone with the name of the department, your first name and ask, "May I help you"?

2. Be ready to take a message; have pencil and paper handy. Be sure to write down complete information [name of caller, extension, date & time called, message]. Know where to post messages to ensure the person they are intended for will get them promptly.

3. Personal calls on library telephones are allowed only with the permission of your supervisor. If you work a four hour block, you can, on your break, use the phone in the Staff Lounge on the Lower Level fpr 5-minute calls. Telephones are also available in the outer lobby near the student lockers.

C) CLARIFYING A PATRON'S REQUEST

One trick of the trade is to learn to ask OPEN-ENDED QUESTIONS. For example, if a person comes to the Reference Desk and asks "Where is the Reader's Guide?, it may be because that is the only index they have ever heard of or used. It may not be the one they need to use now. If you answer, "It's on Index Table 1", and nothing further, you may not have helped them at all. If, however, you respond with "It's on Index Table 1; what subject are you looking up", then you may get a response from the user that will either allow you to suggest a better or additional source, or will have you suggest that the user talk to a librarian.

1. A CLOSED QUESTION is one that is answered by either "YES" or "NO". For example,

   "Are you finding what you need?" "YES" (maybe not, but the person is hesitant to bother you or to have you find out that they don't know what to do)

2. An OPEN-ENDED QUESTION in the above example would be:

"What were you looking for" (then the person has to give some kind of descriptive answer).

3. Remember,

--the first question that a person asks is often not the real question that needs answering

--a general question often leads to a more specific question.

D) WHEN TO ASK SOMEONE ELSE

We expect student employees to know their job, know a little about the department in which they work, and to know certain things about the entire library. BUT we don't expect you to learn everything. Therefore, don't hesitate to ask questions, especially when you are dealing with a library user. Your department may have rules regarding this; if so please refer to them. If you cannot reach someone and cannot answer a question yourself, take down the information and a phone number from the library user and tell them that someone on the staff will get back to them, or ask the patron to check back later.

In general, follow these guidelines:

--DON'T GUESS

--DON'T SAY "I DON'T KNOW" [and leave it at that]

In the above cases, you say something like:

--"I'm sorry, I don't know. Let me ask _____"

OR --"I think you need to ask at the [Reference Desk/Circulation Counter]. Let me call and ask"

OR --"I'll have to ask a librarian to help you".

NEVER LEAVE A LIBRARY USER UNTIL YOU HAVE HELPED THEM OR GOTTEN SOMEONE TO HELP THEM.

Other things NOT to say:

--YOU WANT WHAT!!?? (in a voice that implies, "you've got to be kidding", or "boy, is that a dumb question")

--WE DON'T HAVE ANYTHING LIKE THAT (meaning "go away")

Again you are not expected to know everything that the regular staff knows, especially in trying to find out what a library user is really needing. Try to remember this adage:

THERE IS NO SUCH THING AS A STUPID QUESTION

"Sorry, we have no reference books on sex at present. Was there anything in particular you wanted to know?"

VII. LIBRARY ORGANIZATION

Below is an outline of the administrative structure of the library. Following this is a section briefly describing each of the departments and their functions.

A. ADMINISTRATIVE STRUCTURE

Administration Office
- Dean of Library Services
  - Director of Public Services
  - Director of Technical Services

Public Services
- Circulation Department
- Reference Department
  - Database Searching
  - Interlibrary Loan
  - Government Documents
- Department of Library Instruction & Orientation
- Rare Books & Special Collections
- Teaching Materials, Microforms and Media
- Science Library

Technical Services
- Monographic Cataloging
- Acquisitions
  - Current Periodicals
- Serials Cataloging & Catalog Management

Collection Development and Preservation Department

Systems Department

Other
- THMEF Information Center
- University Archives

B. DEPARTMENTAL FUNCTIONS
(in order as presented above)

Library functions are traditionally divided into a) Public Services and b) Technical Services. Technical Services is the "behind-the-scenes part of the library and is responsible for preparing all the library materials, books, audiovisual, etc. for the library users. The Public Services staff helps the library user identify and use these materials. A brief description of each library department follows.

ADMINISTRATION

The Dean of Library Services oversees the total operation of the library and represents the library to the academic community as well as the community at large. He is assisted by the Director of Public Services and the Director of Technical Services. The support staff of the administrative offices handles general administrative office routines, payroll, supplies, etc.

PUBLIC SERVICES

CIRCULATION DEPARTMENT: [1st floor] All books in the general collection are checked out at this desk. Users renew books in person here, but pay any overdue fines at the Business Office on campus. The staff will also (1) attempt to locate, or TRACE, books that LUIS indicates are not checked out, but which are not in their place on the shelf, (2) place a HOLD on books checked out in order to notify the next person needing them, or (3) RECALL books that have been checked out for a semester loan, but are needed sooner. Student employees check out and reshelve the books and assist the staff with other circulation functions. In addition, the Reserve collection is located within the Circulation Department. Reserve materials have various loan periods.

REFERENCE DEPARTMENT: [1st floor] This should be the starting point for anyone not familiar with this library, who needs to know what materials to use for research, where certain collections are located, and just about any other question a library user might have. Students in this department help librarians with collection development by checking book holdings; they file updated materials in the many loose-leaf reference books, help maintain the pamphlet file, college catalog and telephone collections, answer locational and simple reference questions, and reshelve reference materials.

Within the Reference Department are these separate service units:

DATABASE SEARCHING SERVICES: [1st floor] This is part of the general Reference area of the library. Students and faculty can search computerized versions of many indexes, abstracts and reference books. The searches are conducted by a reference librarian. There is a fee for most computer searches.

INTERLIBRARY LOAN: [1st floor] Books, magazine articles, etc. are loaned to, or borrowed from, libraries all over the world. The staff uses a sophisticated computer system called OCLC that allows libraries to look up a title and see if other libraries own it. Students in this department retrieve books that other libraries have

requested and make photocopies of magazine articles to be sent to those libraries.

DOCUMENTS: [Lower Level] This is also a section of Reference. This is a "selective depository" library and our documents collection consists of about 60% of all federal depository publications , as well as selected state and United Nations materials. Since this collection is shelved separately and under a different classification system, users have to learn how to use specialized indexes and get the help of the Documents staff in order to get the most advantage of this collection. In the fall of 1987, LUIS records will be available for federal documents (last 10 years). The rest of the collection is currently not part of LUIS. Most documents can be checked out at the Documents Desk.

LIBRARY INSTRUCTION & ORIENTATION: [2nd floor] Faculty wishing to bring their classes to the library for a lecture or tour schedule these activities through this office. Workshops and individualized instruction are also provided. Many handouts produced by this department are available on the Library Information Rack in the main floor lobby.

RARE BOOKS AND SPECIAL COLLECTIONS: [3rd floor] This department houses rare books, the Cordell Dictionary Collection, the papers of famed Terre Haute resident, Eugene V. Debs, and provides researchers access to many other special collections of books, papers, photographs. This collection does not circulate.

TEACHING MATERIALS, MICROFORMS AND MEDIA: [2nd floor] Childrens' books, public school textbooks, books, newspapers and magazines in microform (microfilm, microfiche, microcard, microprint), audiovisual materials, and another pamphlet file are combined in this department. In addition faculty and students who wish to use an IBM personal computer or typewriters can sign up to use them here. Materials are checked out at the TMMM desk.

SCIENCE LIBRARY: [Located in the basement of the Science Building] This is a separate book and periodical collection, concentrating on materials in the pure sciences.

TECHNICAL SERVICES

MONOGRAPHIC CATALOGING: [1st floor] Every library used to do all its own cataloging of all its library materials, but with the technology available today this no longer necessary or even feasible. However there will always be materials that need what is known as "original cataloging", and this department takes care of all of these materials.

ACQUISITIONS: [1st floor] All materials ordered for the library are handled through this department. Librarians and faculty order the majority of books and periodical subscriptions, but anyone may make recommendations. The staff verifies the information needed to order materials, makes sure the library doesn't already own a copy, and maintains the budgets of each academic department and of each librarian's subject speciality.

CURRENT PERIODICALS: [Lower Level] This unit within Acquisitions actually is part Public/part Technical services. Library users can ask at the information counter about current issues of magazines and newspapers, can check on whether a bound volume has returned from the Bindery, and request those few titles that are shelved behind the desk. The staff checks in all current issues, and then arranges for back issues to be bound, or if also purchased in microfilm, usually discards them.

SERIALS CATALOGING & CATALOG MANAGEMENT: [1st floor] A magazine is a serial. So is an annual series of books such as conference proceedings, or a reference set that is revised every 3 years. This department oversees the many activities that deal with materials of this kind. In addition the Catalog Management & Maintenance Unit works with LUIS to standardize entry information, correcting & revising & keeping up with revisions in the NOTIS software that in turn effect LUIS as the public sees it and interacts with its.

COLLECTION DEVELOPMENT & PRESERVATION DEPARTMENT: This new department is responsible for planning, monitoring and coordinating the development and preservation of library collections. Other activities coordinated thru this area are binding, mending, processing and gifts.

SYSTEMS/RESEARCH DEPARTMENT: [1st floor] The department provides planning, implementation, and operational support of automated systems for the Library. This includes operation of the IBM mainframe which supports LUIS and its associated public and technical service support functions such as circulation, acquisitions, cataloging and serials control. In conjunction with Applied Computing Devices, Inc., the department also maintains a Library Automation Laboratory to develop innovative software and hardware products to enhance the LUIS system.

OTHER DEPARTMENTS WITHIN THE LIBRARY:

THMEF INFORMATION CENTER: [1st floor] Funded by the Terre Haute Medical Education Foundation, the staff provides library information, including computer database searching, to the community physicians.

UNIVERSITY ARCHIVES: [3rd floor] Although not administered through the Library, the collections are housed on the 3rd floor. The Archivist receives personnel records, faculty publications, administrative committee reports, student yearbooks, and various materials from the administrative and academic units throughout the campus. Many of these materials are unique and are used by researchers interested in the historical aspects of ISU.

revised 2/87

"I'm not kidding around anymore, Mrs. Whitman. You have our book. We have your son."

GENERAL POLICIES FOR STUDENT ASSISTANTS EMPLOYED IN THE LIBRARIES

STUDENT ACKNOWLEDGEMENT OF REVIEW OF POLICIES

After reading this manual, sign your name below.

Tear out this page. The supervisor will keep this on file.

I have read the policies, understand them, and agree to abide by them.

CUT ALONG THIS LINE

Student's signature :

_____

Date: _____

EMERGENCY PROCEDURES --SUMMARY

1. During the normal working day, regular full-time library employees will handle emergencies.

2. On nights, weekends and holidays, the **REFERENCE LIBRARIAN ON DUTY** is in charge.

3. After 10:00 PM the **SECURITY GUARD** is in charge. Report internal emergencies such as fire or unruly patrons to them **IMMEDIATELY.**

WHEN POSSIBLE, TELL YOUR SUPERVISOR OR THE REFERENCE LIBRARIAN ON DUTY

DO NOT MAKE ANY DECISIONS YOURSELF; REPORT TO SOMEONE ! IF IN DOUBT, CALL SAFETY AND SECURITY: 5555

[Between 10:00 PM and library closing, the security guard on duty may be paged by the Circulation Department.]

NAME AND HOME PHONE NUMBER OF YOUR SUPERVISOR: _____

_____

In certain cases, you may need to call other library personnel. Your supervisor should inform you whom, and under which circumstances, you should call. Some are listed below. Fill in other names/numbers as you are told to do so.

HOME PHONE NUMBERS OF: YOUR DEPARTMENT HEAD: _____

_____

OTHER DEPARTMENTAL STAFF: _____

_____

DIRECTOR, PUBLIC SERVICES: RON MARTIN 466-4801

DIRECTOR, TECHNICAL SERVICES: BETTY DAVIS 234-7579

THE DEAN: RON LEACH 466-6091 OTHER NAMES/NUMBERS:

_____

_____

KNOW THE ANSWERS TO THESE QUESTIONS:

**WHERE IS YOUR DEPARTMENT'S COPY OF THE LIBRARY'S SECURITY AND EMERGENCY GUIDELINES MANUAL?

**WHAT ARE THE EMERGENCY GUIDELINES FOR YOUR SPECIFIC DEPARTMENT?

**WHAT ARE YOUR PRIORITIES [IN CASES OF EMERGENCY] AS TOLD YOU BY YOUR SUPERVISOR?

**WHERE ARE THE LIBRARY'S EXITS?

**WHERE ARE THE FIRE EXTINGUISHERS?

**ARE YOU RESPONSIBLE FOR CLEARING ANY FLOORS OR AREAS OF THE LIBRARY?